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|------------------------------|----------------------------------|
| <b>POLICY NAME:</b>          | <b>MUNICIPAL HANDBOOK POLICY</b> |
| <b>Effective Date:</b>       | February 19, 2025                |
| <b>Policies Rescinded:</b>   | 1009, 1010, 1010-01              |
| <b>Document Owner:</b>       | Council                          |
| <b>Required Review Date:</b> | February 01, 2029                |
| <b>References:</b>           | Municipal Government Act         |

**PURPOSE**

The purpose of this policy is to establish a framework to organize and present the County’s various Policies, Procedures and Standards, in a manner that will be easy to follow, easy to approve, easy to find, and will set out whether responsibility approval and creation rests with Council or Administration. Policies and Procedures are useful to assist County employees in making decisions that require judgement on the part of the employee. The Policy or Procedures helps provide guidance and consistency when carrying out discretionary duties that Council has chosen to address.

**POLICY STATEMENT**

Policies, Procedures, and Standards are created by Woodlands County to set out a standard of performance to address a discretionary duty the County will or will not meet. They aim to address recurrent issues to provide broad guidelines setting out the level and manner of services the County will perform to.

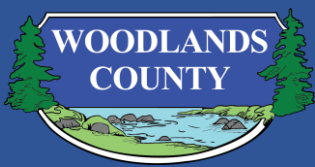
Woodlands County will have a system for organizing Policies, Procedures and Standards that allow for efficient approval and review and will assist residents and employees in understanding Council’s direction on recurrent matters. This system will establish municipal programs and services levels. It will also be used to establish the County’s business and strategic priorities and where appropriate to mitigate risks.

Collectively this system of Policies, Directives and Standards will be known as the Woodlands Handbook or the Woo-Book.

**DEFINITIONS**

**CAO** means the Chief Administrative Officer for Woodlands County or designate.

**Format and Layout Updates:** Involves modifying the structure, appearance, or organization of the document (e.g., headings, numbering, font style) to improve readability and consistency, without altering the content or meaning.



**Intent and Substance:** Refers to the underlying purpose, principles, and core requirements of the policy that guide decision-making and implementation.

**Minor Administrative Amendments:** Refers to non-substantive changes, such as correcting typographical errors, updating position titles, adding review periods, or revising references to other documents, without affecting the policy's intent or application.

## ADMINISTRATIVE RESPONSIBILITY

CAO:

- Recommend the revision or development of policy in identified areas to the Council or a Committee.
- Direct the preparation of draft policies and procedures.
- Review draft policies for consistency with the Woodlands County corporate goals and objectives, and other policies.
- Approve the implement of procedures for any approved policy, where necessary.
- Make minor administrative amendments or update the format and layout of a policy, procedure or standard, provided that such changes do not later the policy's intent or substance.
- Notify Council of changes to Policy, Procedures and Standards quarterly.

Directors or Supervisors:

- Review draft policies and procedures affecting their areas of responsibility.
- Make recommendations on the proposed policy to the Chief Administrative Officer.
- Support the development of procedures to support the implementation of policies.
- Ensure appropriate department reviews are carried out when a policy is being drafted or revised.
- Annually review policies, procedures and standards pertaining to their department and recommend revisions or amendments.
- Ensure adherence to policy, procedures and standards within areas of responsibility.

Staff:

- Adhere to policy, procedures and Standards when dealing with related matters.
- Recommend any need for amendments or revisions to their supervisor.

Council:

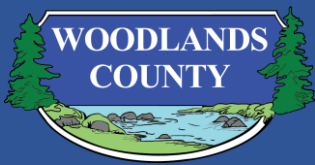
- Authority to approve policies is vested in Council as the governing body.
- To clarify intent, scope and direction of corporate governance.

## Guidelines

Woodlands County will operate a standardized system of developing, recording, approving and distributing policies and procedures.

## Coding and Numbering :

Policies will be categorized and numbered by the CAO using the following headings:



|   |  |
|---|--|
| Governance  | G-1.000-1.999  |
| Administration  | AD-2.000-2.999   |
| Health and Safety   | HS-3.000-3.999   |
| Community Services<br>Recreation & Culture<br>Protective Services<br>Economic Development Services<br>Planning & Development          | CS.R-4.000-4.099<br>CS.P-4.100-4.199<br>CS.E-4.200-4.299<br>CS.PD-4.300-4.399  |
| Corporate Services<br>Asset Management<br>Assessment & Taxation<br>Finance  | FI.AM-5.000-5.099<br>F.AT-5.100-5.199<br>F-5.200-5.299   |
| Infrastructure Services<br>Agricultural Services<br>Airport<br>Roads<br>Environmental Services<br>Facilities & Equipment<br>Utilities | IS.AG-6.000-6.099<br>IS.A-6.100-6.199<br>IS.R-6.200-6.299<br>IS.ES-6.300-6.399<br>IS.I-6.400-6.499<br>IS.U-6.500-6.599 |
| Human Resources   | HR-7.000-7.999   |

**Policy Categories and Structure**

All policies within the Municipal Policy Handbook shall be categorized according to the following sections, with each section containing only Council-approved policies:

**Governance (G-1.001 to G-1.999)**

- Contains policies that provide high-level direction on municipal governance, legislative in nature, requirements of Council, strategic planning, and decision-making.

**Administration (AD-2.000 to AD-2.999)**

- Includes policies that guide the internal operations of Woodlands County.

**Health and Safety (HS-3.000 to HS-3.999)**

- Covers Council-approved policies related to workplace and public safety regulations.

**Community Services (CS-4.000 to CS-4.999)**

- Establishes policies related to the specific departments under the Community Services Division of Woodlands County.

**Corporate Services (FI-5.000 to FI-5.999)**

- Establishes policies related to the specific departments under the Corporate Services Division of Woodlands County

**Infrastructure Services (IS-6.000 to IS-6.999)**



- Establishes policies related to the specific departments under the Infrastructure Services Division of Woodlands County

**Human Resources (HR-7.000 to HR-7.999)**

- Contains policies guiding employment, workplace conduct, and organizational structure.

**Policy, Procedure, Standards Layout**

The guidelines and requirements outlined in this document are designed to ensure that every policy, standard, and procedure includes key components that support transparency, accountability, and compliance. These components ensure that policies are both actionable and measurable, standards set clear performance expectations, and procedures provide detailed instructions for implementation. By adhering to these principles, Woodlands County seeks to maintain a consistent, well-governed, and responsive operational environment.

**Policies** must at a minimum include the following components:

- **Policy Name** – Clear, concise title reflecting the policy's subject.
- **Policy Number** – Unique identifier for tracking and referencing as determined by the CAO.
- **Policy Effective Date** – Date when the policy becomes effective.
- **Policies Rescinded** – Statement identifying previous policies rescinded or replaced by this policy.
- **Scheduled Review Date** – Date for the next review, set five (5) years from adoption.
- **Responsible Party** – Individual or department responsible for the policy's implementation and review and their title.
- **Policy Statement** – High-level position or approach to the issue.
- **Purpose Statement** – Describes the policy's goals, objectives, and the problem it addresses.
- **Definition Section** – Defines key terms used within the policy for clarity.
- **Guidelines Section** – General principles or directions for policy implementation, this section may contain procedure reference and/or standards as follows:

**Procedures** at a minimum must include the following components:

- **Procedure Title** – Clear title reflecting the specific process.
- **Procedure Number** – Unique identifier for tracking and referencing.
- **Effective Date** – Date when the procedure becomes effective.
- **Purpose Statement** – The intent and goal of the procedure.
- **Scope** – Defines the process's reach, including who and what it applies to.
- **Roles and Responsibilities** – Identifies individuals or groups responsible for specific steps in the process.
- **Step-by-Step Instructions** – Clear, actionable steps detailing how to implement the policy.
- **Documentation Requirements** – Any forms, records, or reporting needed to track implementation.
- **Compliance Checks and Reporting** – Defines any steps to ensure adherence to the procedure and outlines how results will be reported or monitored.
- **Review and Revision Process** – Guidelines for reviewing, updating, and revising the procedure.

**Standards** at a Minimum must include the following components:

- **Standard Title** – Clear title reflecting the standard's subject.
- **Standard Number** – Unique identifier for tracking and referencing.
- **Adoption Date** – Date when the standard is adopted and becomes effective.
- **Purpose Statement** – Clear explanation of the purpose and need for the standard.
- **Scope** – Defines the scope of the standard, specifying where it applies and to whom.
- **Criteria/Benchmarks** – Specific, measurable criteria that must be met for compliance or performance.
- **Performance Expectations** – Clear expectations for acceptable performance or outcomes.
- **Compliance Requirements** – The specific requirements for ensuring adherence to the standard.

The end of all policies, procedures and standards shall be indicated by a heading “End of Document” as well as a signature line to be signed by the CAO.

### **Policy Amendments**

For governance policies or policies determined by Council outside of administrative and HR functions, the CAO is authorized to amend only spelling, grammar, formatting, organizational changes, and the overall layout and design. Any changes outlined beyond those above to governance policies that would result in material alterations to the policy's core intent or purpose must be submitted to Council or Committee for approval.

### **Implementation**

One original hardbound copy of the Policy Manual will be maintained in the County Administration Office, until such times as the CAO is satisfied that the County can transition to fully electronic.

All policies shall be placed on the County's website – [www.woodlands.ab.ca](http://www.woodlands.ab.ca) in such a manner as to enable electronic search capabilities. Council, staff and members of the public are encouraged to view policies using the search capability available.

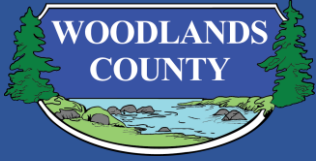
All procedures and standards shall be placed in a manner as to enable electronic search capabilities for staff and Council

All policies, procedures and standards will be hosted on the Staff F:Drive, or another location established by the CAO and notified to all staff and Council.

### **Transition of Existing Policies**

All existing policies, regardless of format, shall remain in effect as originally adopted until such time as they are rescinded or amended by Council. While the substantive content of these policies shall remain unchanged, Administration is responsible for updating their format to align with the new policy standards as soon as reasonably possible.

Following reformatting, policies shall be reviewed in accordance with strategic priorities and operational needs to ensure alignment with the organization's goals and best practices.



Original Signed

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CAO Signature

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